Position Management & Workforce Administration are new concepts for UCSB, so before reviewing ServiceNow instructions on these topics, let’s briefly review some key terms:

- **Workforce Administration** is the module we use in UCPath to manage an employee’s lifecycle at UC.
- **Position Management** is a component of **Workforce Administration** that we now use to track and update every position at UCSB.
- You may recall that **Position Numbers** are the key to this process in UCPath. Therefore, it is best practice to always look up the Position Number you are working with before beginning any transaction.
- Most UCSB employees are assigned to a **Single Headcount (one-to-one) position**.
- **Multiple Headcount staff positions** are one-to-many positions that are intended primarily for staff student positions.
  
  *NOTE: Each position has a unique position number in the UCPath system, so if an employee has more than one position, they will also be assigned to more than one position number. Employees with multiple jobs for example, will have a unique position number for each assignment.*
- **Position Pool ID** is a new term introduced by UCPath. You are more familiar with its former name which was: Work Study Code. In UCPath, Work Study Code is now identified as Position Pool ID and is assigned for funding purposes.
Since **Position Management & Workforce Administration** are new concepts, it is to be *expected* that initially there will be questions from those with assigned roles in UCPath.

Administrative users of UCPath have easy access to informational resources on the UCSB/UCPath “**Administrative Users Resources and Help**” web page.

Let’s review these important resources before proceeding to the instructions for submitting HR ServiceNow requests for **Position Management & Workforce Administration**.

After selecting the link for the **Administrative Users Resources and Help page**, scroll to the bottom of this web page and select the **“UCPath Training Additional Resources by Course” bar**.

You will now see a variety of WFA topics along with related courses, **Job Aids**, and **User Productivity Kits** (UPKs) that are housed on the UCSB UCPath website.
Other Resources

Review the Parking Lot Q&As from Instructor-Led Training for real-life scenarios that touch on Position Management & WFA.

Important Resource
Parking Lot FAQs from Instructor-Led Training: https://ucsb.app.box.com/v/UCPath-ILT-FAQs

We have compiled a list of **Position Management & WFA questions and answers** based on many real-life scenarios that you may encounter. This resource is also available on the UCSB UCPath website. It is titled **Parking Lot Q&As from the Instructor-Led Training**. We encourage you to review these resources *often* because they were developed to provide answers to many of your UCPath-related questions.

HR ServiceNow Overview

1. Open a ServiceNow Ticket for Position Management & WFA

HR’s ServiceNow catalog offers online forms to submit questions pertaining to UCPath’s Workforce Administration (WFA) and to request specific updates to filled or multi-headcount staff Positions. To submit a ServiceNow ticket for Position Management – go to the HR ServiceNow homepage and select the “**Position Management and Workforce Administration**” tile.
You can select from the following service offerings:

**Workforce Administration Question (available to all employees)** and **Staff Position Update Question (available to department administrative users only)** are both question forms with text fields that allow you to ask a question or describe a problem.

The **Request for Update to a Staff Position (available to department administrative users only)** is the form that departments will use to request updates to filled positions that are not submitted via PayPath or updates to a Multi-Headcount Position.

On the next page, we will look at the **Request for Update to a Staff Position** form in more detail.
3. Enter **Required Information** for your ServiceNow Ticket

The **Requested By** field is automatically filled in from your *login information* and cannot be changed.

“**Select the action requested**” is a required field (denoted by the red asterisk) and can be completed by selecting an action from the drop down menu.

The **Position Number** field is a text field – please be careful to enter the correct position number that you are requesting an update for.

The **Department Code for the Position** is the four-character department code from UCPath, and can be completed by selecting an action from the drop down menu.
4. Provide information only in the fields that need to be updated

Information regarding the following fields should be entered only if you are requesting to update that specific field on the Position. Otherwise, the field should remain blank. For example: If you need to change one field, like “Reports To” – then only provide “Reports To” information. All other fields listed on the form will remain blank.

Look for drop-down arrows at the far right of each field to determine if the data should be selected from a drop-down list or entered manually.

- Job Code, Reports to Position Number, Mail Drop ID, and Other are all text fields where you manually enter the information.
- Fixed/Variable Time, Reports To, Employee Relations Code, Special Training, & Security Clearance are all drop down menus where you select from a list.
- Max Head Count is a number only field, and is manually entered

The last field, “Please describe the reason for the action requested” is required. Provide all relevant detail to the change requested.

If there is documentation you want to include, you can add attachments using the paperclip icon. Additional documents may include (but are not limited to) a hiring proposal or an approval of reclassification. If you feel that additional documents will better help us answer your question or resolve an issue, please upload them. Be sure the document name clearly indicates the type of document you are uploading.

Once all required fields are complete, Submit the form. You will receive an email from ServiceNow when the action is submitted, as well as during the HR review process. Once the requested action is completed in UCPath, you will receive a final email notifying you the changes are complete.
Using the HR ServiceNow portal will ensure a more timely review and tracking of your request. We encourage you to use our service portal as the first step to submit your requests or questions for many of our primary services, however you can continue using existing channels of communication with Human Resources via phone or email.

Thank you!

Links to Additional Resources:

https://www.ucpath.ucsb.edu/training/administrative-users-resources-and-help

https://ucsb.app.box.com/v/UCPath-ILT-FAQs